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**Miami-Dade County, Florida**

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**2.0 SCOPE OF SERVICES**

**2.1 Background**

Miami-Dade Fire Rescue Department (MDFR), owns a full-service cafeteria, herein referenced as “MDFR Cafeteria”, located at the MDFR Headquarters, at 9300 NW 41 Street, Miami, Florida 33178. The size of the cafeteria is approximately 4,400 square feet. The minimal hours of operation are: 7:00 AM – 3:00 PM, five (5) days a week, Monday through Friday except on County, State and Federal designated holidays.

The Selected Proposer shall be responsible for the operation of the MDFR Cafeteria and for providing quality products and customer service. The Selected Proposer shall provide full food and beverage services to include an extensive list of menus providing nutritional meal options, including hot, warm, and cold items. The menu shall include a wide variety of food and beverage services/options for breakfast, lunch, and snack grill services including, but not limited to coffee, eggs, toast, bagels, grits, bacon, smoothies, subs, sandwiches, salads, entrees, soups, vegetarian/organic, etc.

The cafeteria is provided in an as-is condition. The Selected Proposer shall perform necessary facility improvements, in compliance with all County codes and permit requirements.

**2.2 Minimum Qualification Requirement**

The Selected Proposer, at a minimum, must:

- Hold a Caterer’s License, Seating Establishment License, or equivalent issued by the Florida Department of Business and Professional Regulations.
- Employ at least one full-time employee trained in culinary services and whose responsibility shall include being a Food Manager. This employee shall hold a valid Professional Food Manager certificate, issued by a Florida Department of Health approved testing provider. The Food Manager must be present at all times, when engaged in the storage, preparation, and service of food.

**2.3 Required Scope of Services**

At a minimum, the Selected Proposer shall:

- Provide staff and the public with food services of the highest quality, which shall include a variety of nutritious foods, vegetarian entrees, and special ethnic specialties at reasonable prices.
- Offer, maintain, and prominently post menus with associated pricing in the food service areas.
- Provide menu items at a fixed and firm price for the duration of the contract with price adjustments only if approved by the County Project Manager. Any price adjustments to menu items shall be in accordance with relevant changes to the respective Consumer Price Index.
- Maintain consistency with their menu items unless same is removed due to health issues/concerns, unforeseen food contamination, etc.
- Create a visually exciting and inviting food court environment through creative, high-impact store designs, product displays, signage, graphics, and lighting.

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- Provide catering services and/or meals during mobilizations (alpha/bravo shifts) and events held in the MDFR Cafeteria, upon receiving notice from the County Project Manager.
- Prepare and submit a Contingency plan for providing uninterrupted food services in the event of lockdowns, strikes by Selected Proposer's staff, riots, fire, power failure, epidemics, pandemics, or other catastrophic events that may curtail or impact the normal operations of the MDFR. The Selection Proposer shall provide meals during an emergency within one hour of notification from the County Project Manager.
- Track activation meal orders and provide a sign-in sheet when meals are served in the MDFR Cafeteria.
- Provide all operational supplies, including but not limited to all food, beverages, cups, plates, flatware, paper goods, cleaning and sanitation equipment, and cleaning supplies. Any food supplies not used in preparation shall be stored in a locked, clean, well-ventilated room, free of pests, and kept separate from cleaning compounds, pest control substances, and other poisons.
- Perform inventory of food and supplies in such manner to make sure there is always sufficient product available to meet the demands of the MDFR Cafeteria.
- Not offer, sell, or distribute alcoholic beverages in the cafeteria.
- Issue customer surveys no less than twice a year to the patrons of the cafeteria. The results of these surveys will be presented to the MDFR's Project Manager for review.
- Maintain fume hoods in accordance with all applicable codes for fire inspections and regulations.
- Maintain interior areas, wall to wall and ceiling to floor, of the facilities in the same condition, order and repair as at the commencement date, or better, excepting only reasonable wear and tear arising from the use.
- Provide and maintain a sufficient number of staff (management and non-management) to meet the requirements of the contract to ensure a safe, secure, and efficient execution of the food service operations.
- Provide a Food Service Manager reflecting all required licenses and/or certifications. The Selected Proposer shall ensure at least one Food Service Manager is on-site at all times during food preparation. The Food Service Manager shall have all requisite food service and public health certifications under federal, state, county and local law for food service operations.
- Provide personal hygiene and appearance guidelines for MDFR Cafeteria staff under this contract. The Selected Proposer's staff shall be in complete and proper uniform at all times when working on-site, i.e., meeting the Selected Proposer's hygiene and appearance guidelines, wearing proper clothing, footwear, hair restraints, etc.). All Selected Proposer employee uniform costs shall be borne by the Selected Proposer.
- Ensure that all its employees (including part-time and fill-ins) pass background criminal checks through MDFR (or other County Department) prior to working in the MDFR Cafeteria.

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- Provide sufficient and proper training to its employees for food handling, maintaining cleanliness and providing friendly customer service.
- Ensure that all areas are ADA compliant.
- Invest capital improvements, as needed, into fixtures, furnishings, and equipment as may be required to renovate and operate the facility.
- Clean all kitchen areas, food storage areas, and dining rooms in accordance with applicable statutes, rules, regulations, ordinances, and codes.
- Be responsible for the maintenance and repairs, including preventative maintenance of all MDFR Cafeteria equipment. The Selected Proposer shall replace food service equipment as it becomes worn, lost, or damaged within 14 business days of the notice that the equipment is worn, lost, or damaged.
- Provide janitorial and routine cleaning services of the MDFR Cafeteria at all times.
- Provide pest management services for the MDFR Cafeteria.
- Provide proper trash removal from all point-of-sale areas to dumpsters; and provide and maintain proper grease containers and discard used cooking oils in proper manner as required by County Code.
- Inspect the MDFR Cafeteria at least once a week and make appropriate corrections on deficiencies identified. The inspections shall be recorded and stored. The Selected Proposer shall provide MDFR with a written plan of action and documented corrective actions to be taken within five (5) business days of the inspection, for all noted violations, including all completed corrective actions taken for noted violations.
- Maintain all business licenses, health permits, as required by local, state, or federal law and liability and workers compensation insurance.
- Allow MDFR, Health Department, and/or other County inspectors the right to inspect the MDFR Cafeteria as may be deemed appropriate.
- Provide monthly detailed reporting of the cafeteria's gross receipts within ten (10) days after the close of each month.
- Maintain proper books and records for the services provided.

**2.4 Licensing**

If any governmental license or permit shall be required for the proper and lawful conduct of Operator's business in the Licensed Premises, or any part thereof, and if failure to secure such license or permit would in any way adversely affect the County, Operator, at its expense, shall duly procure and thereafter maintain such license or permit and submit the same to inspection by the County. Operator shall at all times comply with the terms and conditions of each license and permit.

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**2.5 Transition Plan**

The Selected Proposer shall assume operations of the MDFR Cafeteria within 90 days of contract award. The Selected Proposer shall coordinate with MDFR and the incumbent to assure a smooth and orderly transition with uninterrupted food services. Upon award, the Selected Proposer may request any additional information determined necessary to assure a smooth transition.

**2.6 Background Checks**

The Selected Proposer's personnel involved in the operation of the MDFR Cafeteria shall be subject to a background check, including subcontractor personnel. The Selected Proposer shall conduct background checks at its own expense through MDFR or Miami-Dade Police Department (MDPD). MDFR, at its sole discretion, reserves the right to limit access to facilities and/or determine which individuals are granted clearance.

**2.7 Food Service Equipment**

Upon award, the Selected Proposer and the County Project Manager shall conduct an inventory check of food service equipment. As part of this inventory, an assessment of the condition and expected useful life of each item shall be made. Unless otherwise expressly noted, it shall be assumed that the Selected Proposer accepts the equipment as initially inventoried, as in good working order, and sufficient for the purpose of performing the contract.

The Selected Proposer shall be responsible for maintaining records of all equipment added, replaced, and/or removed from the initial inventory. Equipment records shall include sufficient information to document the following:

- a. Description of the equipment including the manufacturer's name, make and model of the equipment, manufacturer's identification number, useful life of the equipment and the date the equipment was placed into service.
- b. The date the equipment received preventative maintenance and the name of the company providing preventative maintenance.
- c. The date the equipment was repaired due to malfunction or damage, a description of the malfunction or damage, and the name of the company providing repairs.

If the Selected Proposer deems necessary, the Selected Proposer may purchase additional equipment for the MDFR Cafeteria to aid in the increased efficiency and delivery of contract services. Equipment purchased and/or added by the Selected Proposer shall be of commercial grade and must be added to all inventory reports. Prior to any purchase, the Selected Proposer shall obtain approval from MDFR. Said equipment shall remain the sole responsibility of the Selected Proposer throughout the contract term. Upon expiration of the contract, the Selected Proposer and MDFR shall jointly conduct a closing inventory, documenting additions and deletions from the initial inventory and evaluating the condition of all MDFR owned equipment. The Selected Proposer shall be liable for the replacement and installation costs of all MDFR owned equipment that is unaccounted for or has unaccounted for damage in the closing inventory.

**2.8 Maintenance and Repairs**

The Selected Proposer shall be responsible for providing general maintenance for all food service equipment in the MDFR Cafeteria used in conjunction with meals, including but not limited to:

- a) All kitchen equipment, including exhaust systems, hoods, kitchen fire protection equipment, kettles, ovens, dishwashers, and food service carts.

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- b) All electrical, heating, and refrigeration units, including the compressors, that are used to service the kitchens within the preparation, service, receiving, and storage areas.

Any food service equipment, originally owned by the County, that has reached the end of its useful life cycle shall be replaced by the Selected Proposer in consultation with the County and maintained by the Selected Proposer throughout the duration of the contract.

**2.9 Sanitation and Pest Control**

The Selected Proposer shall be responsible for cleaning and housekeeping in the MDFR Cafeteria. Weekly assessments shall be conducted by MDFR to ensure the Selected Proposer is meeting or exceeding MDFR food handling best practices and sanitation standards.

The Selected Proposer shall be responsible for providing cleaning, janitorial and housekeeping materials in all food service area. The Selected Proposer shall also establish hazardous chemical logs and comply with all applicable MDFR rules, regulations, policies, and procedures concerning the use, and handling of hazardous substances.

The Selected Proposer must develop and maintain an effective program for extermination and control of vermin and rodents (pest control program), which includes pest control services to be performed on a weekly basis for the MDFR Cafeteria and any or all food service and dining areas. The Selected Proposer shall be responsible for all costs associated with its pest control program.

**2.10 Sustainable Procurement Plan**

The Selected Proposer's staff shall perform services in such a manner as to conserve electricity, gas, and water. The Selected Proposer shall prepare an environmentally sustainability plan that describes the steps the Selected Proposer will take to perform the services in an environmentally sustainable manner and is encouraged to include innovative ideas to meet the goals of Miami-Dade County. The Environmental Sustainability Plan shall be maintained through the contract; any amendments to the plan after contract award shall be submitted to MDFR 60 days prior to implementation for review and approval. The Plan shall include, but not limited to:

- a) a complete list of environmentally sustainable products that the Selected Proposer intends to use or supply during the contract. For each product, the Selected Proposer shall identify the product, brand/manufacturer, and environmental program or standard met.
- b) a description of how the Selected Proposer intends to conserve electricity, gas, and water, as well as reduce the volume of toxicity of waste materials.
- c) Participation and integration with the various waste diversion and recycling programs operated by the County, including efforts intended to divert and reduce food waste.
- d) Utilize and recycle fibrous (paper and cardboard) plastic, metal and other materials that are recyclable, including food waste.

**Recycling and Waste Management**

The Selected Proposer shall dispose of all recyclable materials in the Selected Proposer's designated disposal unit, at each facility, bearing the cost for removal services.

The Selected Proposer shall also be responsible for waste management, including the proper removal of trash and garbage from the kitchen facilities to the appropriate receptacles. At the Selected Proposer's expense, waste management services shall be provided for the removal of all waste

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generated by the Selected Proposer in the performance of its duties under this contract from MDFR premises. All waste management services shall be approved by MDFR.

The Selected Proposer shall be responsible to provide all garbage containers/bins. All containers/bins must have lids and be kept on at all times. The Selected Proposer shall remove garbage whenever container/bins are full, at the end of a meal period or at the end of the day. All containers/bins must be kept clean at all times.

**2.11 Revenue Schedule**

Proposers shall complete the Revenue Schedule and submit with their proposal. The Revenue Schedule shall list the Proposer's Minimum Monthly Guarantee (MMG). These amounts shall be seen as consideration for allowing the Contractor to conduct business in the MDFR Cafeteria.

**2.12 Payment Schedule**

The Selected Proposer shall furnish, to MDFR, a monthly rental payment based on the MMG on or before the 10<sup>th</sup> calendar day following the end of the month.